



# CRATES

CUSTOMS REFORM AND TRADE  
ENHANCEMENT SOMALIA

## Software Development and Deployment of a Bespoke Customs Automated System (CAS) for Government of Somalia

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## **Abbreviations**

CAS	Customs Automated System
CRATES	Customs Reform and Trade Enhancement Somalia
DFID	Department for International Development
FGS	Federal Government of Somalia
FMS	Federal Member States
GBP	Great Britain Pound
GOE	Government Owned Enterprise
GoS	Government of Somalia
JV	Joint venture
MOF	Ministry of Finance
MTP	Minimum Technical Pass mark
RFP	Request for Proposal
SLDC	Software Development Lifecycle
USAID	United States Agency for International Development
USD	United States Dollar
WCO	World Customs Organizations

# Section A: Introduction

## 1. Introduction

- a. The Customs and Revenue Department of the Ministry of Finance of Government of Somalia (GOS) is seeking the services of a software development company to develop and implement a **bespoke** Customs Automated System (CAS) for Federal Government of Somalia and Federal Member States of Jubbaland and Puntland.
- b. The term “**bespoke**” is a non-binary term and was understood to be a system that meets these elements:
  - GoS ownership of the source code which is a mandatory requirement
  - No license fees at all, with the right to upgrade and develop as needed. However, there may be a need for ongoing maintenance after the initial one-year maintenance that comes with the contract.
- c. The award will be made to a responsive and responsible firm based on best value and professional capability. The system will be rolled out initially in Mogadishu and subsequently to Kismayo, Garowe, and Bosaso, the Federal Member States (FMS) of Puntland and Jubbaland.
- d. This IT solution will provide Somali Customs and customs offices with IT system enablers, which will allow, within the customs procedures, to:
  - Manage the customs declarations (submission, acceptance/receipt, registry, processing, archiving).
  - Calculate the customs fees, taxes, and other duties related;
  - Manage the mandatory and additional documents customs supportive documents.
  - Manage the Cargo Manifest and supportive documents (submission, receipt, registering, processing, archiving);
  - Provide efficiency in conducting controls through Customs Risk Management.
  - Allow for the exchange of information with traders, customs brokers, shipping agents, Port Authorities, Commercial Banks, Central Bank of Somalia, and in the future with Somalia Government Agencies.
  - Conduct controls concerning collected customs duties, taxes, and other charges, so as to achieve the Trade Facilitation concept.
  - Improve the safety of the supply system, in accordance with the initiative of Somali Customs and the WCO standards. Full User Specifications are attached as **Appendix 4**
- e. Ministry of Finance of the Government of Somalia now invites bids from suitably qualified bidders to be considered to develop and deploy a bespoke Customs Automated System (CAS) in Mogadishu, Jubbaland and Puntland.
- f. Further information on the services required can be found in **Appendix 1** containing Detailed Terms of Reference.
- g. This is an open competition under which bidders are allowed to bid independently or as members of a joint ventures, partners and to take on subcontractors, to meet the Government of Somalia’s CAS needs and provide a suitable solution. Bidders should note the subcontractors; partners proposed will not be allowed to change during evaluation.
- h. MOF encourages presence and operational capability in Somalia, which may be achieved through

partnerships, with firms in Somalia in order to ensure support and maintenance of the system post installation. However, this is not a mandatory requirement.

- i. Only one contract will be awarded. Whilst the contract may be awarded to an association of organizations, there must be one designated lead agency accountable to the Ministry of Finance and CRATES.
- j. The total budget envelope for the system development and hardware for the 3 locations is GBP 1.6m (including any taxes applicable).
- k. The evaluation will identify the preferred bidder offering the best technical solution at least cost.
- l. All technical bid forms and financial bid submission letters should be sent in two separate emails and in an electronic, non-editable format, labelled appropriately "Technical Proposal" and "Financial Proposal."
- m. The financial bid should be protected by a password to only be made available when required after the technical bids' evaluation is complete. The password must not be provided to the GoS (or its agents) until requested by the Procurement Team if the proposal is deemed technically qualified. Proposers will have 48 hours to respond to the request for password from the Procurement Team. The proposers are advised to note their passwords in a secure place. Should the Procurement Team be unable to open the file due to forgotten password(s), the proposal will be rejected. Please note that the password protection is a requirement only for the Financial proposal.
- n. Both technical and financial bids should be sent to address as follows: [casprocurement@crates.so](mailto:casprocurement@crates.so)
- o. The subject of the email must be, ***"Software development and deployment of a Bespoke Customs Automated System (CAS) for Government of Somalia"***
- p. To be received no later than 4 May 2020 at 1600 hours, East African Time, time zone GMT+3:00
- q. A Virus scanning software, Kaspersky or its equivalent should be used prior to transmission.
- r. The following parameters should be observed for proposal submissions: Maximum file size per transmission: 10MB.
- s. Emails should be numbered such that the first and subsequent emails state the total number of messages comprising the proposal e.g. Email 1 of 20, 2 of 20, etc.
- t. When preparing bids to undertake this assignment, bidders should take note of the Evaluation Criteria set out in Section D of this RFP.

## Section B: General Bidding Document

### 2. Definitions

- a. "Bidder" means the entity submitting a bid in response to this RFP in the form of single firm, consortium partners, JV members or any other suitable associating arrangement.
- b. "Client" means Ministry of Finance of the Government of Somalia
- c. "Services" means the services described in Appendix 1 Detailed Terms of Reference
- d. "Joint venture" means the cooperating arrangement entered into by two firms for the purpose of sharing responsibility in this bid.
- e. "Subcontractor" means any supplier or service provider with whom the bidder contracts for the supply or execution of any part of the Information System.
- f. "Recurrent costs" means all relevant costs of necessary goods such as spare parts, labour, etc., needed for the continued and proper operation of the system

### 3. Conflict of Interest

The selected bidder is required to be professional, objective, and impartial, at all times holding the interest of Government of Somalia paramount, strictly avoiding conflicts with other assignments or its own interests and acting without any consideration for future work.

Every bidder has an obligation to disclose any situation of actual or potential conflict that impacts its capacity to serve the best interest of the client. Failure to disclose such situations may lead to the disqualification of the bidder or the termination of its contract and/or further sanctions.

Without limitation on the generality of the foregoing, and unless stated otherwise a bidder shall not be engaged under the circumstances set forth below:

A bidder (including its Experts, JV members, subcontractors, consortium partners) that has a close business or family relationship with a professional staff member of the MOF, who is directly or indirectly involved in any part of:

- the preparation of the Terms of Reference for the assignment,
- the selection process for the contract, or
- the supervision of the contract may not be awarded a contract, unless the conflict stemming from this relationship has been declared and resolved in a manner acceptable to the client throughout the selection process and the execution of the Contract.

This RFP **does not** allow members of a JV, subcontractors and partners to be proposed in more than one bid. In addition, bidders are **not allowed** to change these parties during evaluation or after award. While key experts may be proposed by more than one bidder, any change of experts' composition during or after evaluation and award will not be allowed. There must be a JV letter/partnering agreement and list of subcontractors as applicable.

The table below highlights the type of documents that will be required under each arrangement.

**Table 1 – Documentation required from various types of bidding entities.**

Document No	Document Name	Single Entity	JV/partner entity combined	Subcontractors
T1	Technical Bid Submission Letter Power of attorney	✓	✓	N/A
T2	Technical Methodology	✓	✓	N/A
T3	Contract letters/certificate of completion, reference letters	✓	✓	N/A
T4	CVs of proposed Key Personnel Attach CVs of experts	✓	✓	N/A
T5	Financial Capabilities Audited Financial statements Evidence of access to cashflow requirements	✓	✓	N/A
T6	List of Consortium Partners/JV form Letter of intent to form a JV	N/A	✓	N/A
T7	Manufacturer Authorization Form	✓	At least one party	✓ For components they propose
T8	Software List	✓	✓	For components they propose
T9	Business Questionnaire	✓	Each partner	✓
F1	Financial Bid Submission Letter/price schedule	✓	✓	N/A
F2	Grand Summary Cost table	✓	✓	N/A
F3	Supply and Installation Cost Summary Table	✓	✓	N/A
F4	Supply and Installation Cost Sub-Table	✓	✓	N/A
F5	Recurrent Cost Table	✓	✓	N/A

## Section C: Bid Preparation Instructions

### 4. Composition of the Bid Document

- a. This Section C details instructions for preparation of bids.
- b. Sections D and E detail the process for evaluation of bids, negotiations and contract award.
- c. The Terms of Reference contained in Appendix 1 detail the scope of the Services and the activities required from the software provider.
- d. Appendix 2 provides the templates which bidders must return with their bids. All templates are required to be submitted separately.
- e. Appendix 3 provides the Standard Contract into which the successful bidder will be expected to enter into with Cowater International Inc.

### 5. Fraud and Corruption

- a. GoS requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.
- b. GoS will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question; Further, a tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public procurement in GoS.

### 6. Source of Funds

The Customs Automated System CAS is being procured under the CRATES project which is jointly funded by the European Union, the UK Department for International Development and the USAID.

### 7. Eligibility

- a. A bidder, and all parties constituting the bidder, may have the nationality of any country, subject to provisions below.
- b. Government-owned enterprise in Somalia shall be ineligible, unless it can be established that the GOE is legally and financially autonomous and operates under commercial law.
- c. Bidders will be ineligible if they, their partners, subcontractors or members of a Joint Venture are from a country of which a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations that prohibits any dealings with that particular country.
- d. Employees of Ministry of Finance, GOS committee members, board members and their relatives, spouse and children are ineligible to participate in the tender.
- e. Firms that were engaged by GOS to provide consulting services for the preparation of the design, specifications, or other documents to be used for the procurement of the Information System



described in these bidding documents are ineligible.

- f. Bidders shall provide the qualification statement (including all members, of a joint venture, subcontractors, partners) is not associated or have been associated in the past directly or indirectly with a firm or any of its affiliates which have been engaged by MOF to provide consulting services for the preparation of the design, specifications and other documents to be used for procurement of the services described in this RFP.
- g. Bidders involved in corrupt or fraudulent practices or debarred from participating in public procurement under the Public Procurement, Concessions and Disposal Act 2015 shall not be eligible.
- h. Bidders and their partners should complete **Standard Form T9** for purposes of establishing eligibility as detailed above.

## **8. Subcontractors**

- a. If a bidder intends to subcontract major items of supply or services, it shall include in the bid details of the name and nationality of the proposed subcontractor for each of those items and shall be responsible for ensuring that any subcontractor proposed and the Goods or Services components of the Information System that they propose to supply complies eligibility requirements under section c paragraph 7.
- b. Bidder shall also be responsible to ensure that subcontractors provide manufacturer authorization of any items of supply or components of the information system that they propose to supply under this tender. Manufacturer authorization for such components, parts, and items should be provided using form T7.
- c. Bidders are free to list more than one subcontractor against each item. MOF reserves the right to delete any proposed subcontractor from the list. This shall be done prior to contract signature, by deleting such unacceptable subcontractors.
- d. A firm, whether as a single bidder or as a partner in a Joint Venture, cannot be a subcontractor in other bids, except for the supply of commercially available hardware or software by the firm, as well as purely incidental services such as installation/configuration, routine training, and ongoing maintenance/support. The qualification of subcontractors nominated for certain components is not to be taken into account in assessing the bidder's overall qualifications.
- e. The same will normally apply to firms that have provided subcontractor agreements for certain services. Non-compliance may result in the rejection of all bids in which the affected firm participates as bidder or as partner in a Joint Venture.

## **9. Joint Venture**

- a. Bids submitted by a Joint Venture shall be:
  - signed so as to be legally binding on all partners
  - one of the partners shall be nominated as being in charge, and this nomination shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners.

- the partner in charge shall be authorized to incur liabilities and receive instructions for and on behalf of any and all partners of the Joint Venture, and the entire execution of the Contract, including payment, shall be done exclusively with the partner in charge.
- a firm may submit bids either as a single bidder on its own, or as partner in one, and only one, Joint Venture. If this requirement is not met, all bids involving the firm as a single bidder or Joint Venture partner will be disqualified.
- All partners of the Joint Venture shall be liable jointly and severally for the execution of the Contract in accordance with the Contract terms, and a statement to this effect shall be included in the authorization (power of attorney)
- A joint venture/partnering agreement may constitute only a maximum of two (2) partners only.

## 10. Qualification of Bidders

- An authorization by manufacturer that the bidder is authorized to offer its products for the public procurement should be submitted.
- Bidder should have implemented
  - at least 1 (one) information system in government or public institutions in the area of customs, taxation, public finance, and/or fund management from which at least 1 (one) contract was worth more than 500,000 USD, realized in the last 5 (five) years.
  - at least one project for development and installation of integrated software in the last 5 (five) years (integrated software actually means IT systems that include communications hardware and software platforms, operating systems, institutions and users) that contains system solutions for using digital certificates and digital signatures, communicating through Web services and data exchange;
  - a minimum of 5 years of experience in the field (development and implementation of software systems).
- It is desirable that the preferred bidder has a presence in the Federal Republic of Somalia either directly or through their consortium. Although this is not a mandatory requirement, bidders will need to propose methods of how they will meet the needs for GoS in terms of support during implementation and beyond.

## 11. Team Composition

- The team composition proposed to carry out the services should have the following as a minimum:
  - at least 5 (five) different employed or hired people that will participate in the implementation of the agreement. In addition, one person may have several roles in the team, but the team should be composed of.
    - at least 1 (one) person with a certificate in project management, in one of the recognized methodologies (example; PMI or PRINCE).
    - At least 1 (one) person with a certificate in quality management.
    - At least 1 (one) person with certificates in installation, configuration, and administration of the operating systems that are used.
    - At least 1 (one) person with a database administration certificate that will be used in system implementation.
    - At least 1 (one) person working as a business analyst, of whom at least 1 (one) with work experience in software development in an institution in the field of customs operations and public finance and with more than 5 (five) years' work experience.

- The least 5 (five) people - programmers, of whom at least 2(two) are specialized in modern technologies for software development (Java, .NET) and at least 2 (two) with more than 5 (five) years' work experience.
- At least 1 (one) IT architect and designer with sound knowledge in customs systems.

## 12. Bid Content

- a. Bidders are required to submit separate technical and financial bids.
- b. Bids for Subsystems, lots, or slices of the overall Information System will not be accepted.
- c. The documents required for submission of technical and financial bids shown in the table below:

Table 2: Summary of documentation required for this bid is as below:

Document No	Document Name	With Technical Bid?	With Financial Bid?
T1	Technical Bid Submission Letter Power of attorney	✓	
T2	Technical Methodology	✓	
T3	Contract letters/certificate of completion, reference letters	✓	
T4	CVs of proposed Key Personnel Attach CVs of experts	✓	
T5	Financial Capabilities Audited Financial statements Evidence of access to cashflow	✓	
T6	List of Consortium Partners/JV form Letter of intent to form a JV	✓	
T7	Manufacturer Authorization Form	✓	
T8	Software List	✓	
T9	Business Questionnaire	✓	
F1	Financial Bid Submission Letter/price schedule		✓
F2	Grand Summary Cost table		✓
F3	Supply and Installation Cost Summary Table		✓
F4	Supply and Installation Cost Sub -Table		✓
F5	Recurrent Cost Table		✓

## 13. Language

All bids should be submitted in English.

## **14. Governing Law**

The Contract shall be interpreted in accordance with the laws of Ottawa, Canada.

## **15. Cost of Bidding**

The bidder shall bear all costs associated with the preparation and submission of its bids. The Client shall not be responsible or liable for any costs regardless of the conduct, or outcome, of the selection process.

## **16. Price schedules**

The Price Schedules are divided into separate Schedules as follows:

- Grand Summary Cost Table
- Supply and Installation Cost Summary Table
- Recurrent Cost Summary Table
- Supply and Installation Cost Sub-Table(s)
- Recurrent Cost Sub-Table(s)

The Schedules do not generally give a full description of the information technologies to be supplied, installed, and operationally accepted, or the services to be performed under each item. However, bidders should read the User Specifications attached as Appendix 4 and other sections of these bidding documents to ascertain the full scope of the requirements associated with each item prior to filling in the rates and prices. The quoted rates and prices shall be deemed to cover the full scope of these Technical Requirements, as well as overhead and profit. If bidders are unclear or uncertain as to the scope of any item, they shall seek clarification prior to submitting their bid.

## **17. Pricing**

- a. Prices shall be filled in indelible ink, and any alterations necessary due to errors, etc., shall be initialled by the bidder. Prices shall be fixed and firm for the duration of the Contract.
- b. Bid prices shall be quoted in the manner indicated and, in the currencies, requested in the price schedule forms. Prices must correspond to items of the scope and quality defined in the Technical Requirements or elsewhere in these bidding documents.
- c. The bidder must exercise great care in preparing its calculations, since there is no opportunity to correct errors once the deadline for submission of bids has passed. A single error in specifying a unit price can therefore change a bidder's overall total bid price substantially and make the bid non-competitive or subject the bidder to possible loss.
- d. If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price and quantity, or between added or subtracted subtotals and totals, the unit or subtotal price shall prevail and the total price shall be corrected, unless in the opinion of the evaluation team, there is an obvious misplacement of the decimal point in the unit or subtotal prices, in which case the line item total as quoted shall govern and the unit price or sub-total shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail, unless the discrepancy is the result of a typo/error for which the correction is self-evident to the evaluation team. If the bidder does not accept the correction of errors, the bid shall be rejected, and client shall revert to the next most preferred bidder.

## 18. Currency

- a. The currency to be used for quoting prices of the Goods, Services and component parts of the System including expenditures for local technical support, training, maintenance, transportation, insurance, and other local services incidental to delivery, installation and operation of the System, shall be United States Dollar, USD.
- b. The bidder should quote in USD but must provide a GBP equivalent showing the exchange rate assumed. The contract to be signed with the successful bidder will be in GBP.
- c. Where Proposals are quoted in different currencies, for the purposes of comparison of all proposals:
  - We will convert the currency quoted in the proposal into the preferred currency (GBP), in accordance with the prevailing operational rate of exchange on the last day of submission of proposals; and
  - In the event that the proposal found to be the most responsive to the RFP requirement is quoted in another currency, then we shall reserve the right to award the contract in our preferred currency, using the conversion method specified above.

## 19. Bid Clarifications

- a. All request for clarifications for this procedure should be sent to the following: [procurement@crates.so](mailto:procurement@crates.so) and copy MoF revenue directorate on [dg.revenue@mof.gov.so](mailto:dg.revenue@mof.gov.so)
- b. The final deadline for requesting clarifications is **14 April 2020**, East African Time which is GMT+3 time zone.
- c. Bidders should not approach any other parties (including DFID or Customs and Revenue Department of the Ministry of Finance of the Federal Government of Somalia) for information during the tender period. Only requests for clarification submitted in writing to as indicated above will be responded to.
- d. Clarifications will then be sent promptly to all confirmed bidders, revealing both the question and the response but not the name of the bidder sending the request for clarification.

## 20. Bid Validity

All bids submitted must be valid for acceptance until 4 September 2020.

## 21. Cancellation of Bid

The Client is not bound to accept any bid and reserves the right to annul the bidding procedure and not to proceed with the appointment of a contractor at any time prior to contract award without thereby incurring any liability.

## Section D: Bid Evaluation

### 22. Stages of evaluation

The bid evaluation process will consist of three (3) stages as follows:

- a. Bid Receipt and Preliminary Assessment
- b. Technical Evaluation: Rated Criteria
- c. Determination of preferred bidder: Combined Technical & Financial Evaluation

The successful bidder will be the bidder with the highest combined technical score and financial score, provided they have capacity to effectively deliver the services in this RFP.

### 23. Bid Receipt and Preliminary Assessment

- a. Immediately after the bid closing time the following activities will be carried out for all bids received.
- b. Check that the bid was submitted before the deadline. If the deadline was not met the bid will automatically be rejected.
- c. Confirm that all mandatory requirements and documents for technical and financial bids, as stated in Table1 of this RFP, have been submitted as follows:
  - Technical Bid Submission letter- Form T1
  - Bid validity of the required duration
  - Power of attorney
  - Bid receipt on time
  - Electronically submitted
  - Bid is in English and submitted as a non-editable version
  - Technical methodology, Form T2
  - General and Specific experience, Form T3
  - List of 7 categories of Key Experts – Form T4 plus CVs for Key Experts
  - Audited Financial Statements for the last 3 years, Form T5
  - List of consortium partners – Form T6
  - Partnering agreement/Joint venture agreement in case of a JV
  - Manufacturer authorization as applicable form T7
  - Software list Form T8 as applicable
  - Business Questionnaire Form T9

Bids that fail this preliminary assessment **WILL NOT** be considered further. The table will assist bidders in compiling documents required for the bid.

**Table 3 Documentation and Compliance Check List**

Sub-Factor	Requirement	Bidder				Documentation Required	Provided (Y/N) or N/A
		Single entity	Joint Venture				
			All partners combined	Each partner	At least 1 partner		
<b>Statutory and General Requirements</b>							
Tender Validity Period	Bidder shall quote the tender validity period.	<i>Must meet requirement</i>	<i>Must meet requirement</i>	N/A	N/A	- Completed technical Bid; <b>submission form T1.</b> Validity period must be as per bid form T1	
Power of attorney	Bidder must s authorise a signatory of the bid	<i>Must meet requirement</i>	<i>Must meet requirement</i>	N/A	N/A	Power of Attorney, signed by the authorised representative of the bidder's company (To be submitted with Completed technical Bid; <b>submission form T1</b> )	
Sanctity of the bid document	Received on time, Non editable, in English language	<i>Must meet requirement</i>	<i>Must meet requirement</i>	N/A	N/A	- Bids received in version, time and language specified and electronically submitted	
<b>Technical Methodology</b>							
Technical methodology	Bidder must give a methodology	<i>Must meet the requirement</i>	<i>Must meet the requirement</i>	N/A	N/A	Form T2 section 2	
<b>General and Specific Experience</b>							
General experience in Information systems in public sector	Does bidder have experience in implementing at least one (1) Information systems in government/public sector?	<i>Must meet requirement</i>	<i>Must meet requirement</i>	N/A	N/A	<b>Completed form T3,</b> Provide evidence in copies of contracts, completion certificates or/and reference letters	
Specific Experience	Does Bidder have specific experience in implementing at least 1 information system, specifically in customs, taxation, public finance and/or fund management equivalent or higher that USD 500,000 in the last 5 years	<i>Must meet the requirement</i>	<i>Must meet requirement</i>	N/A	N/A	<b>Completed form T3,</b> Provide evidence in copies of contracts, completion certificates or/and reference letters	
Somalia Experience	Does the bidder have experience or presence in Somalia, implementing large information system in the Public sector	<i>Desirable</i>	<i>Desirable</i>	N/A	N/A	<b>Completed form T3,</b> Provide evidence in copies of contracts, completion certificates or/and reference letters	

Experience in Field Development, implementation and installation	Does the bidder have experience in at least one (1) project in the last 5 years in field development, implementation and installation of integrated software	<i>Must meet the requirement</i>	<i>Must meet the requirement</i>	N/A	N/A	<b>Completed form T3,</b> Provide evidence in copies of contracts, completion certificates or/and reference letters	
Capacity Building in public counterpart institutions	Does the bidder have experience in building capacity of in counterpart institutions?	<i>Must meet the requirement</i>	<i>Must meet the requirement</i>	N/A	N/A	<b>Completed form T3,</b> Provide evidence in copies of contracts, completion certificates or/and reference letters	
<b>Team Composition</b>							
CVs of 7 Key experts	Bidder must submit CVs of Key 7 experts	<i>Must meet requirement</i>	<i>Must meet requirement</i>	N/A	N/A	Complete Section 3, form T4  Attach CVs	
<b>Financial Standing</b>							
Average Annual Turnover	Bidder has minimum average turnover of at least <b>GBP 3.2m</b> or equivalent for the last 3 years or latest <b>as</b> demonstrated by the audited financial statements	<i>Must meet requirement</i>	<i>Existing or intended JV Must meet requirement</i>	N/A	N/A	Complete section 4, <b>Form T5</b> Audited financial reports for the last three years	
Access to and availability of financial resources to meet overall cash flow requirements	Minimum cash flow evidence of at least <b>GBP 500,000</b>	<i>Must meet requirement</i>	<i>Must meet requirement</i>	N/A	N/A	Complete section 4, <b>Form T5</b> Financial capabilities: Provide evidence such as liquid assets, unencumbered real assets, lines of credit, Attach evidence in form of: -letters for the bank specific to this tender -bank overdraft - bank statements	
<b>Joint Venture/partnering agreement</b>							
Joint Venture Documents	Bids submitted by a JV shall include a Joint Venture Agreement entered into by all partners.	N/A	<i>Existing or intended JV Must meet requirement</i>	N/A	N / A	- <b>Complete Form T6</b> - List of consortium partners Or Joint Venture Agreement properly executed by a commissioner of oaths	
<b>Manufacturer Authorization</b>							
Manufacturer's Authorization/Dealers Licence/Warranty Transfer	When bidder is not the manufacturer of components, parts or items of the systems	<i>Must Meet requirement</i>	N/A	N/A	<i>Must meet requirement</i>	- Complete <b>Form T7</b>	
<b>Eligibility</b>							
Declaration on code of Ethics	The declaration of code of Ethics to be properly completed.	<i>Must meet requirement</i>	N/A	<i>Must meet requirement</i>	N/A	Completed Commitment to Code of Ethics Form <b>Standard Forms T9</b>	



## 24. Bid Clarifications

- a. To assist in the examination, evaluation and comparison of Bids, the client may at its discretion, ask the bidder for clarification of any part of its Technical or Financial Bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered, or permitted as part of a clarification.

## 25. Technical Evaluation: Rated evaluation

- a. The Technical Evaluation will be scored by a Technical Evaluation Committee.
- b. Bids will be evaluated in accordance with the technical evaluation criteria set forth in table 4 below. A total of 100 points are available. The relative importance of each criterion is indicated by the number of points it is assigned. Bidders should note that these criteria serve as the standard against which all bids will be evaluated and serve to identify the relative importance of each section of the RFP to be addressed by bidders in their bids.

**Table 4: Technical evaluation criteria**

	<b>Evaluation Criteria (shown in bold) (Sub-criteria shown as bullet points)</b>	<b>Points for sub-criteria</b>	<b>Total points for Criteria</b>
<b>1</b>	<b>Bidder expertise</b>		<b>30</b>
	<ul style="list-style-type: none"> <li>General experience in information system in government or public institutions (Max 6 points for experience in Information systems in government/public institutions)</li> </ul>	6	
	<ul style="list-style-type: none"> <li>Specific experience management in customs, taxation, public finance and/or fund management (1 project – 5 points; 2 projects- 7 points, 3 or more projects – 10 points)</li> </ul>	10	
	<ul style="list-style-type: none"> <li>Bidder has experience in implementing at least one (1) information systems in public sector in Somalia. Demonstrating Somalia presence is desirable but not mandatory. (Max 5 points for experience implementing information systems and show Somalia presence/experience)</li> </ul>	5	
	<ul style="list-style-type: none"> <li>Experience in development, implementation and installation of integrated software in the last five (5) years (Max 2 points for development, 1 for installation and 2 for implementation)</li> </ul>	5	
	<ul style="list-style-type: none"> <li>Proven experience in building the capacity of counterpart institutions (preferably public institutions) (Max 2 points for experience in capacity building; max 2 capacity building in a public institution)</li> </ul>	4	
<b>2</b>	<b>Proposed Methodology, Approach and Implementation</b>		<b>40</b>
	<ul style="list-style-type: none"> <li>Relevance of bidder methodology to the assignment and alignment with SLDC</li> </ul>	2	

• Alignment of architecture with requirements	4	
• Demonstrated clear understanding of the requirement	4	
• Elaboration of the proposed plan and suggested and timeline	4	
• Strategic partnership/collaborative approach with a wide range of stakeholders, with mechanism of local resource mobilization	4	
• A clear strategy, with a well-designed capacity building mechanism for knowledge and culture transfer and institutionalization of good practices for sustainability	4	
• Rollout to Puntland and Jubbaland	8	
• Clear exist strategy, with a well-designed capacity building mechanism for knowledge and culture transfer and institutionalisation of good practices for sustainability.	10	
<b>Team Composition</b>		<b>30</b>
• At least one (1) person with project management, in one of the recognized methodologies (example; PMI or PRINCE)	2	
• At least one (1) person with a certificate in quality management	2	
• At least one (1) person with certificates in installation, configuration, and administration of the operating systems that are used	2	
• At least one (1) person with a database administration certificate that will be used in system implementation	2	
• At least one (1) person with as a business analyst, with sound knowledge of Customs operations and public finance and with more than 5 (five) years' work experience	4	
• 5 (five) people - programmers, of whom at least 2 (two) are specialized in modern technologies for software development (Java, .NET) and at least 2 (two) with more than 5 (five) years' work experience	5	
• 1 (one) IT architect and designer with sound knowledge in Customs systems	4	
• Custom experience in the team	9	
<b>Total Evaluation Criteria</b>		<b>100</b>

- c. The Minimum Technical Pass mark (MTP) is seventy (70) points out of one hundred (100) points will be rejected and will **NOT** proceed to financial evaluation.
- d. Any bidder MTP equivalent to or higher than seventy (70) points will be evaluated further to determine the combined total score. The outcome of this stage of evaluation will be the list of technically compliant bids who will have scored 70 points and above.

## **26. Combined Technical & Financial Evaluation**

- a. The weight assigned to the technical score is 80%.
- b. The weight assigned to the Financial score is 20%
- c. Only those bidders whose technical and financial submission passed the preliminary assessment and whose technical bid meets the technical threshold will have their combined technical and financial bid score determined.
- d. The combined evaluation will follow the steps outlined below:
  - Review financial bids for any arithmetical errors and make necessary corrections.
  - Review consistency with technical bid.
  - Determine the technical weight of each bid.
  - Determine financial scores those attaining the, minimum technical score; The lowest score among the technically compliant bid will get an automatic score of 20%. Scores for the remaining bidder/s will be determined using the following formula:  $FS = 20 \times FM/F$ , where F is the financial score, is the lowest priced responsive bid, F is the price is the price of the bid under consideration.
  - The total score will be combined sums of technical score and financial score.
  - The outcome of this stage of evaluation will be combined scores of the evaluated bids.

## **27. Ranking and Determination of preferred bidder**

- a. The preferred bidder will be the bidder with the highest combined technical and financial score. The outcome of this stage of evaluation will be the preferred bidder ranking, who will be ranked first.

## **Section E: Post qualification and award of contract**

### **28. Post qualification**

As additional post qualification measures, the Information System (or components/parts of it) offered by the preferred bidder may be subjected to demonstration test prior to contract award; the exact topics to be covered will be communicated in writing and will depend on need to confirm or elaborate certain systems aspects and/or a demonstration of a previous system that the preferred bidder has implemented.

### **29. Award**

Contracts will be awarded following negotiations. After negotiations are completed an official contract award will be signed.

## **Appendix 1: Detailed Terms of Reference**

### **1. Background / Introduction**

The Federal Government of Somalia (FGS) would like to procure a software system to automate the core functions of the Customs administration, thus replacing the predominantly manual system that is currently in place. It is expected that this system will provide most of the required clearance functions as at this point in time, as well as be flexible to expanding functionality as Customs reforms progress.

It is the expectation of the FGS that this system will be rolled out within Mogadishu and subsequently to the Federal Member States (FMS) of Puntland and Jubbaland. This phased approach is preferred in order to be able to demonstrate an operable system in Mogadishu.

### **2. Project Goals and Scope of Services**

The Customs and Revenue Department of the Ministry of Finance of the Federal Government of Somalia is seeking the services of a software developing company to develop and implement a bespoke automated Customs system. The award will be made to a responsive and responsible firm based on best value and professional capability.

The purpose of the Customs Automated System (CAS) project is the implementation of a secure, interoperable IT solution in accordance with World Customs Organization (WCO), World Trade Organization, International Standards Organization, and United Nations standards.

This IT solution will provide Somali Customs and customs offices with IT system enablers, which will allow, within the customs procedures, to:

- Manage the customs declarations (submission, acceptance/receipt, registry, processing, archiving).
- Calculate the customs fees, taxes, and other duties related;
- Handle the payment of due amounts and accounting of duties, taxes and other charges base of Generally Accepted Accounting Principles.
- Manage the mandatory and additional documents customs supportive documents.
- Manage the Cargo Manifest and supportive documents (submission, receipt, registering, processing, archiving);
- Provide efficiency in conducting controls through Customs Risk Management.
- Allow for the exchange of information with traders, customs brokers, shipping agents, Port Authorities, Commercial Banks, Central Bank of Somalia, and in the future with Somalia Government Agencies.
- Conduct controls concerning collected customs duties, taxes, and other charges, so as to achieve the Trade Facilitation concept.
- Improve the safety of the supply system, in accordance with the initiative of Somali Customs and the WCO standards.

The overall solution must be capable of meeting all Somali Customs modernization requirements, national legal requirements including receiving, validating, processing, accepting, assessing risk, clearance, routing information, collecting duties and duty accounting for goods declared to customs and other functions as defined in the Functional and Technical Descriptions below.

The CAS should operate in real-time and must be capable of receiving and transmitting messages in single or batch mode from traders/customs brokers. It should provide access to online information and be capable of satisfying Somali language national requirements. Finally, the solution must enable the integration with internal and external systems for accomplishing import and export procedures.

The use of advanced computer systems and the electronic processing of customs data shall, amongst other things, ensure a more efficient management of the import, export and transit regimes than the paper-based system and should improve the efficiency of customs controls, particularly those relating to export, import and transit restrictions and to the entry or exit of goods, and their effectiveness in the fight against fraud in these areas.

In order to meet all Somali Customs modernization requirements, the CAS should address the needs for:

- Dynamic enforcement and implementation of rules and National and International regulations.
- Modernization through process automation, service orchestration, and orientation.
- Facilitation of Trader's business (day-to-day work) with the provision of a number of services.
- Historical data is kept for changes to all records in the database of the system.
- Modularity and maintainability.
- Easy integration and connectivity.
- Extensibility in order to cater to local trade growth and international trade information exchange.
- Cost-effectiveness.
- Scalability.
- Portability and re-usability.
- Customer service optimization with a system of high accessibility and availability.
- Security enablement with mechanisms for authentication, access control, auditing, confidentiality, and privacy of information
- In order to address the business needs, the framework describes a modular and flexible transformation, through a phased approach that can be introduced incrementally.

### **3. Functional and Technical Specifications**

The architecture of the system should be designed to support the basic principles for the users as detailed in the user specifications document (*included in Appendix 4*)

In this direction, the bidder needs to deliver a proposal for the architecture and overview of the business processes of the entire CAS in the form of a solution, with an explanation of the advantages that such solution offers.

#### 4. Anticipated Selection timeline

Detailed proposals should be submitted no later than 4 May 2020.

#### 5. Project timeline

Customs and Revenue Department needs the project completed within 10 months. The complete Customs Automated System solution shall be completed in five major releases, according to the schedule below:

Release #	Modules / Components/ Functions	Expected date of delivery
Release 1	<ul style="list-style-type: none"> <li>• User management</li> <li>• Cargo manifest management</li> <li>• Manifest related reference data</li> </ul>	<i>+2 months from starting date</i>
Release 2	<ul style="list-style-type: none"> <li>• Management of Customs Declaration process (creation, submission, assessment, release and exit)</li> <li>• Customs declaration related reference data</li> <li>• Automatic write-off of the manifest (Integration with components from release 1)</li> </ul>	<i>+4 months from starting date</i>
Release 3	<ul style="list-style-type: none"> <li>• Accounting and payments</li> <li>• Accounting and payment related reference data</li> <li>• Integration of accounting and payments with other components.</li> </ul>	+6 months from starting date
Release 4	<ul style="list-style-type: none"> <li>• Risk management and selectivity</li> <li>• Assignment of examiners</li> <li>• Inspection report</li> <li>• Integration of RM components with declaration processing</li> </ul>	+8 months from starting date
Release 5	<ul style="list-style-type: none"> <li>• Integrated Tariff management</li> <li>• Traders Portal</li> <li>• Final integration of all components</li> </ul>	+10 months from starting date

#### 6. Hardware Requirements

Bidders will also be expected to provide reliable hardware architecture for the 3 locations highlighting in the methodology the choice of hardware recommended, a listing of pros and cons and why the bidder believes the recommended hardware architecture is the most suitable. Please consider the budget envelope set out in Section 1(j).

#### 7. Bidder's Proposed Project Plan

Within thirty (30) days from the Effective Date of the Contract, the Supplier shall present a Project Plan to the Client. MOF shall, within fourteen (14) days of receipt of the Project Plan, notify the Supplier of any respects in which it considers that the Project Plan does not adequately ensure that the proposed program of work, proposed methods, and/or proposed Information Technologies will satisfy the Technical Requirements. The Supplier shall, within five (5) days of receipt of such notification, correct the Project Plan and resubmit to MoF. MoF shall, within five (5) days of resubmission of the Project Plan, notify the Supplier of any remaining non-conformities. This procedure shall be repeated as necessary until the Project Plan is free from non-conformities. When the Project Plan is free from non-conformities, MOF shall provide confirmation in writing to the Supplier. This approved Project Plan (“the Agreed and Finalized Project Plan”) shall be contractually binding on MOF and the Supplier. Chapter’s in the project plan shall address the following:

- a. Project Organization and Management plan
- b. Delivery and Installation
- c. Training Plan
- d. Pre-commissioning and Operational Acceptance Testing plan
- e. Warranty Service plan
- f. Task, Time and Resource Schedule
- g. Post-warranty service plan
- h. Technical support plan

#### **8. Project Sites**

GOS intends to initially roll out the system in Mogadishu, before proceeding to implement in the Federal Member States (FMS) of Puntland and Jubbaland. The project sites are:

- a. Mogadishu: Mogadishu airport and seaport
- b. Puntland: Bossaso airport and seaport and Garowe airport
- c. Jubbaland: Kismayo airport and seaport

#### **9. Warranty and Post Warranty**

The Supplier warrants that:

- the System, including all Information Technologies, Materials, and other Goods supplied and Services provided, shall be free from defects in the design, engineering, Materials, and workmanship that prevent the System and/or any of its components from fulfilling the Technical Requirements or that limit in a material fashion the performance, reliability, or extensibility of the System and/or Subsystems
- that the Information Technologies, Materials, and other Goods supplied under the contract are new, unused, and incorporate all recent improvements in design that materially affect the System’s or Subsystem’s ability to fulfil the Technical Requirements
- all Goods components to be incorporated into the System form part of the Supplier’s and/or Subcontractor’s current product lines,
- To remedy the defects so identified, supplier shall at its sole cost, repair, replace, or otherwise make good. Any defective Information Technologies or other Goods that have been replaced by the Supplier shall remain the property of the Supplier.



- The Supplier shall not be responsible for the repair, replacement, or making good of any defect or of any damage to the System arising out of or resulting from any of the following causes:
  - improper operation or maintenance of the System by the Purchaser.
  - normal wear and tear.
  - use of the System with items not supplied by the Supplier, unless otherwise identified in the Technical Requirements, or approved by the Supplier; or
  - modifications made to the System by GoS, or a third party, not approved by the Supplier.

The Supplier's obligations shall not apply to:

- any materials that are normally consumed in operation or have a normal life shorter than the Warranty Period; or
- any designs, specifications, or other data designed, supplied, or specified by or on behalf of GOS or any matters for which the supplier has disclaimed responsibility.
- GOS shall promptly notify following the discovery of defect, stating the nature of any such defect together with all available evidence. GOS shall allow reasonable opportunity for the Supplier to inspect any such defect allow all necessary access to the System and the site to enable the Supplier to perform its obligations under warranty.

The following recurrent costs are envisaged during warranty period

- resident engineer support,
- new software releases
- and end-user help desk support

During the Warranty Period, the supplier must commence the work necessary to remedy defects or damage within **2 hours** of notification. Warranty period shall be **36 months** beginning Operational acceptance.

The Post-Warranty Services Period is **12 months** starting with the completion of the Warranty Period.

## **10. Commissioning and Operational Acceptance**

Operational Acceptance Testing shall be conducted in accordance with completion of Releases 1-5 under project timeline. If the Operational Acceptance Test of the System, or Subsystem(s), cannot be successfully completed within ninety (90) days from the date of Installation, then MOF may consider terminating the contract. However, if the failure to achieve Operational Acceptance within this period is a result of the failure of the MOF to fulfil its obligations under the contract, then the Supplier shall be deemed to have fulfilled its obligations with respect to the relevant technical and functional aspects of the contract operational Acceptance.

## 11. Project Reporting

The Supplier shall submit to the MoF and CRATES a monthly progress reports against the signed project plan.

## 12. Payment

Payment will be carried out in arrears in accordance with the releases and the user acceptance of each one of the envisaged phases. The prospective manner of payment is given in the following table:

Release #	Modules / Components/ Functions	Arrears of payment
Release 1	<ul style="list-style-type: none"><li>• User management</li><li>• Cargo manifest management</li><li>• Manifest related reference data</li></ul>	15%
Release 2	<ul style="list-style-type: none"><li>• Management of Customs Declaration process (creation, submission, assessment, release and exit)</li><li>• Customs declaration related reference data</li><li>• Automatic write-off of the manifest (Integration with components from release 1)</li></ul>	15%
Release 3	<ul style="list-style-type: none"><li>• Accounting and payments</li><li>• Accounting and payment related reference data</li><li>• Integration of accounting and payments with other components.</li></ul>	20%
Release 4	<ul style="list-style-type: none"><li>• Risk management and selectivity</li><li>• Assignment of examiners</li><li>• Inspection report</li><li>• Integration of RM components with declaration processing</li></ul>	20%
Release 5	<ul style="list-style-type: none"><li>• Integrated Tariff management</li><li>• Traders Portal</li><li>• Final integration of all components</li></ul>	30%

## Appendix 2: Bid Forms

Templates for bid forms are as detailed below. On receipt of the RFP, please check for receipt of the following files

File Type	Bid Form(s)
Word document	Appendix 2 Forms T1-T8 Technical Bid forms
Word document	Appendix 2 Form T9 Ethical Business Questionnaire
Word document	Appendix 2 Form F1-F5 Financial Forms

### **Appendix 3: Contract Template**

On receipt of the RFP, please check for receipt of the following files:

- **Appendix 3 Contract template**

## **Appendix 4: User Specifications**

On receipt of the RFP, please check for receipt of the following files:

- **Appendix 4 User Specification**